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# OBJECTIVE

Seeking System Engineer – Network Engineer, position where a strong background in IT support, computer networks, effective communication skills, and a complete knowledge of network security and operating systems can be fully utilized to improve operations and overall efficiency.

I can provide good results under pressure and respect advice and constructive criticism.

# SUMMARY

* Over 9 years of extensive experience of working on different projects with different organizations.
* Experienced in Windows and Linux based Servers.
* Experienced in DHCP Server, DNS Server, LDAP Server, LAMP Server, SNMPv3 Server, Firewalls, Load Balancers.
* Experienced in Configuration & Management of Active Directory, users, Right Assignments, FTP.
* Experienced in Designing, Implementing, Testing, and Monitoring Security Configurations of the network.
* Experience with clustering, load-balancing, fail-over and disaster recovery techniques
* Experience with Firewalling, Virtual Private Networking and Network Intrusion Detection (NIDS)
* Experienced in Open Source Based email servers like Qmail, Sendmail, Postfix and Exim.
* Experienced in installation, configuration and management of Cisco Networking Equipments.
* Experienced in Network and System Security.
* Experienced in Virtualization, VLANs and Cloud technologies.
* Experienced in VPN, Samba Server, NAT, SVN, TCP/IP, Domain Environment, Cache/Proxies.
* Experienced in Asterisk and Asterisk based solutions like Vicidial, Elastix, FreePBX, Trixbox.
* Experienced in integration of CRM solutions like vtigerCRM, sugarCRM with Asterisk.
* Experienced in integration of A2billing with Asterisk.
* Experienced in SMS gateways like SMS Server Tools 3, FoxBox, Gammu, kalkun.
* Have always been open to challenges and worked on new technologies enthusiastically.
* Apart from being a good team player, possesses excellent management skills; proven proficiency in leading and organizing teams of professionals to maximize efficiency and productivity.

# EXPERIENCE

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| **Telemutans (Pvt) Ltd. Pakistan** Sep 2014 – April 2016 Designation: IT Manager* + - **Project: Avastar**

It’s a clustered based Vicidial solution for a call center of more than 250 seats of remote agents. The dialer was hosted on Amazon EC2 instances in a Virtual Private Cloud (VPC) with a centralized database. Responsibilities: * Design and deployment of clustered based Vicidial solution.
* Configuration and management of EC2 instances in Virtual Private Cloud (VPC).
* Creating avatar (soundboard) and chopping audios.
* Creating users accounts, extensions, and campaigns.
* Formatting and loading new leads.
* Providing technical support to remote agents.
* Scheduling backups of database and recordings.

Platform/Tools/Technologies: * CentOS 6.5, Vicidial 2.12, Asterisk 1.8, MariaDB Server 10, Amazon Web Services (AWS), Apache load balancer, PHP 5.4, APF 9.7, VPN, NAT, Team Viewer, WHM, cpanel, Perl
	+ - **Project: Teleconvex**

It's a beneficiary communication and ticketing system where the users can send their feedback and complaints through SMS, Voice calls and Emails. The user automatically receives SMS through which the user can check the status of his/her complaint.Responsibilities: * Installation and configuration of server and resolving dependencies for Asterisk.
* Installation and configuration of Asterisk and SMS gateway.
* SIP trunk, Dialplan, Queues, Voicemail and Realtime configuration.
* Maintenance and technical support.

Platform/Tools/Technologies: * Ubuntu Server 14.04, Asterisk 13.1, SMS Server Tools 3, MySQL Server 5.5, PHP 5.6.13, APF 9.7, BFD 1.5-2, Telenor Edge stick, SIP
	+ - **Project: Hardware and LAN**

It was a network installation and configuration project for more than 100 nodes.Responsibilities: * Installation and configuration of DHCP Server, FTP Server, LAMP Server, Samba Server.
* Installation and configuration of LAN, Network Printers, CCTV system.
* VPN connectivity between country office and regional offices.
* Insure network security.
* Provide technical support.

Platform/Tools/Technologies: * Windows Server 2012, Forefront TMG 2010, DHCP, DNS, File Server, Cacti, Cisco Routers & Switches, Norton Antivirus
	+ - **Project: 3CX and SMS Gateway**

The aim of this project was to build Voice and SMS based solution by utilizing 3CX phone and SMS server tool 3 and a centralized Mysql server. 3CX phone was hosted on a cloud based Windows Server 2012 virtual machine and SMS gateway was hosted locally.Responsibilities: * Installation and configuration of 3CX phone and SMS Server Tools 3.
* Installation and configuration of a centralized Mysql Server.
* Configuration of NAT and port forwarding in VMware workstation.
* Configuration of VPN to ensure security.
* Provide technical support.

Platform/Tools/Technologies: * Windows Server 2012, Forefront TMG 2010, CentOS 6.5, MySql Server, VMware Workstation, 3CX phone, SMS Server Tools 3, Wireshark, Perl, NAT
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| **Raabta Consultants (Pvt) Ltd. Pakistan** August 2011 – September 2014 Designation: Senior System Engineer* + - **Project: Gomal**

Raabta Consultants conducted a research-driven two-way communications program in the targeted areas of KPK and Pujnab. The project comprised of field surveys, content analysis of newspaper's articles and programs of Radio and TV. Responsibilities: * Development of Voice and SMS based communication and ticketing system to gather feedback of Radio and TV shows and allow callers to call into live shows.
* Installation, configuration and management of database and web server to host Content Analysis Portal.
* Network installation and configuration at regional offices at Peshawar and DI Khan.
* VPN connectivity between Regional offices and the country office.
* Maintenance and technical support.

Platform/Tools/Technologies: * CentOS 6.5, Asterisk 1.8, SMS Server Tools 3, MySQL Server 5.5, PHP 5.6.13, APF 9.7, BFD 1.5-2, SIP
	+ - **Project: IVR Based Communication System for Beneficiary Accountability**

Development of a bespoke 'Beneficiary Communication System' for SPO office at Sukkur. Responsibilities: * Installation and configuration of CentOS server and resolve dependencies for Asterisk installation.
* Installation and configuration of Asterisk.
* SIP trunk configuration and DID based routing.
* Configuration of Realtime database, Queues, Voicemail.
* Using AGI (Asterisk Gateway Interface) to execute external scripts
* Implementation of IP tables and policy routing.
* Installation and configuration of SMS Server Tools 3.
* Installtion and configuration of Telenor Edge stick to act as SMS gateway.

Platform/Tools/Technologies: * CentOS 6.5, Asterisk 1.8, SMS Server Tools 3, MySQL Server 5.5, PHP 5.6.13, iptables, APF 9.7, BFD 1.5-2, SIP, Telenor Edge Stick
	+ - **Project: Peace Building Communications**

With its partners Raabta Consultants conducted a research-driven two-way communications program for reducing violent conflict in the target areas. The project comprised the conduct of seven field surveys in FATA, alongside content analysis of more than 16,500 articles and 14,000 minutes of radio. Responsibilities: * Installation and configuration of LAMP, FTP, Samba.
* Installation of network printers and scanners.
* Recording radio shows and back up audio recordings of field surveys.
* Uploading the audio and video recordings to the server for further processing.
* Technical support.

Platform/Tools/Technologies: * Ubuntu Server 12.04, FTP, Samba, NCH Software, Adobe audition, Audacity, Apache, PHP 5.4, Mysql Server 5.5
	+ - **Project: LAN and WAN configuration**

It consisted of LAN and WAN configuration at Raabta Counsultants Head Office and three regional offices. In order to provide secure communication between Head Office and regional offices VPN was established. Responsibilities: * Installation and configuration of DHCP, FTP, LAMP, Samba, SMTP, NFS, NTP.
* Installation and configuration of Local Area Network using both wired and wireless technologies.
* Installation and configuration of Network printers.
* Networking performance monitoring using different tools.
* Implementation of IP tables and policy routing.
* Insure Network security.
* Providing technical support.
* Monitoring hardware and software functionality 24/7 to ensure their connectivity and availability.
* Installation and configuration of OS and required softwares on employee desktops and laptops.
* Configuration and management of VLANs to separate departments and gain access to the information they are authorized to see.
* Serving as the initial point of contact for resolution of connectivity and interoperability problems for several dozens of LAN users in heterogeneous, multi-platform environment - mainly Windows, Ubuntu, CentOS, Mac.

Platform/Tools/Technologies: * CentOS 6.5, Ubuntu 12.04, VLANs, Window XP, Windows 7, Windows 8 , Mac, LAMP, FTP, Samba, SMTP, NFS, NTP, Cacti, Wire-shark, Cisco Routers and switches, SNMP Server and client

**IDEA Pakistan** March 2007 – August 2011 Designation: Network ManagerProject: Capacity Building of Partner OrganizationsThe main focus of this project was to improve technical expertise of partner organizations through in-house trainings.Responsibilities: * Provide basic networking and operating system training to participants.
* MS Office training to participants.
* Training on how to connect to network resources.
* Training about using and searching through internet.
* Training about printer and file sharing.

Platform/Tools/Technologies: * Basic networking concepts, MS Office, Windows XP, Printer and file sharing
	+ - **Project: Shelter and Food for IDPs**

The aim of this project was to provide food and shelter to Internally displaced people (IDP) due to swat operation. In this project an MIS was developed to gather IDPs and project related data.Responsibilities: * Installation and configuration of Local Area Network (LAN) at Mardan office.
* Deployment and maintenance of MIS and ensure employees access to it for data entry.
* Provide technical support.
* Frequent Visits to field.

Platform/Tools/Technologies: * Windows Server 2008, ISA Server 2006, Mysql Server, Windows 7, ASP.NET, MS Office, Cisco Routers & Switches, VPN
	+ - **Project: Rehabilitation of IDPs**

The aim of this project was to rehabilitate IDPs by reconstruction of their homes, roads, schools etc from Swat office. In this project different modules of MIS were revised and changed according to the requirements. Responsibilities: * Installation and configuration of Local Area Network (LAN) at Swat office.
* Deployment and maintenance of MIS and ensure employees access to it for data entry.
* Provide trainings to field staff.
* Provide technical support.

Platform/Tools/Technologies: * Windows Server 2008, ISA Server 2006, Mysql Server, Windows 7, ASP.NET, MS Office, Cisco Routers & Switches, VPN
	+ - **Project: LAN and WAN configuration**

It consisted of Windows server, LAN and WAN installation, configuration and providing network support services to IDEA employees Responsibilities: * Installation, configuration, administration and designing of LAN with more than 60 clients.
* Installation and configuration of voice networks.
* Configuration & Management of Active Directory, users, Right Assignments, FTP, etc
* Systems and networks analysis, design, configuration and implementation
* Designing, Implementing, Testing, And Monitoring Security Configurations of the network
* Maintenance & Management of Routers, making static routes for Network connectivity
* Implementing an IP addressing scheme and IP Services to meet network requirements
* Identify and address operations bottlenecks and issues.
* Installation and configuration of OS and required softwares on employee desktops and laptops.
* Providing technical support or guidance by resolving the technical problem of the
* staff members through emails, phone calls, and by in person
* Providing IT training to the staff for using the different software and hardware products.
* Plan and manage upgrades of hardware and software systems.
* Track and monitor security of hardware and software systems.
* Recommend and implement new technology solutions to improve productivity of the organization.

Platform/Tools/Technologies: * Windows Server 2008, ISA Server 2006, DHCP, DNS, VPN, Mysql Server, Windows XP/Vista/7, ASP.NET, MS Office, Cisco Routers & Switches
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# EXPERTISE

* **OS Platforms:**

***Linux:*** RedHat, Ubuntu, CentOS. openSUSE, Fedora

***Windows:*** Microsoft Windows 98, 2000, XP, Vista, 7, 8, 10, Server 2003, 2008, 2012

* **Databases:**

MySQL, MariaDB, Oracle, MS SQL Server

* **Networking:**

xDSL, Wireless, Ethernet, VPN, VLAN, TCP/IP, DHCP, DNS, WINS, RAS, RIP1/2, IGRP, ACL, Telnet, SSH, EIGRP, ISDN, VTP, STP, SMTP, HTTP, FTP, TFTP, LDAP, SNMP, POP3, PPP, PPTP, PPPOE, NAT, NTP

* **Softwares:**

Asterisk, Elastix, FreePBX, Vicidial, IIS Server, ISA Server 2006, Forefront Threat Management Gateway (TMG) 2010, Exchange Server 2003/2007, Vmware workstation, Oracle Virtualbox, FrontlineSMS, Kalkun, SMS Server Tools 3, Foxbox, PlaySMS, Kamailio, OpenSIPS, PFSense, Remote Terminal Services, Arcgis, Dreamweaver, Ushahidi

* **Languages:**

Python, bash, Microsoft Visual C#.Net, ASP.Net, PHP, C++, HTML

* **Methodologies & APIs:**

OOP, RDBMS, Amazon web services

* **Hardware:**

Servers, Hubs, Routers, Switches, PCs & Workstations, Printers, Firewalls, UTM Firewalls, Wireless APs, Sangoma T1/E1 data cards, Cisco IP Phones.

# Certifications

CCNA: Routing & Switching, Cisco ID(CSCO): CSCO12937590

# Courses

RHCE: Corvit 2011

CCNA: Corvit 2009

Asterisk: Convergence 2014

# EDUCATION

**Shaheed Zulfikar Ali Bhutto Institute of Science and Technology, Islamabad 2009 - 2011**

***Master of Science in Software Engineering (MS-SE)***

*Research Work in MS*

The aim of this research was to propose a Face Detection Technique based on ensemble classifiers which employs multiple heterogeneous classifiers in parallel fashion. Each classifier in itself was ensembled in cascaded manner. The main focus of this research was to minimize the false positive rate, by applying (I) Neural Network (II) and Support Vector Machine at the output produced by the perceptron-based Adaboost Algorithm. Our heterogeneous ensemble System have improved the existing architecture of Adaboost learning by reducing the false positives while minimally affecting the detection rate.

**Pakistan Institute of Engineering & Applied Science, Islamabad 2002 - 2007**

***Bachelors in Computer & Information Sciences (BS-CIS)***

*Research Work in BS*

The objective was to develop software for teachers and students of educational institutes to enrich their materials with a great variety of interactive mathematical models, which is successfully achieved by implementing “Single Variable Multi-Function Plotter (SVMP)”.